



ZMIIVSKYI ROMAN



CONTACTS

+380932385075
zmiivskyi@gmail.com
Kharkov / Ukraine
in/roman-zmiivskyi



ABOUT

Age: 29
Height: 182
Nationality: Ukrainian



LANGUAGES

English
Upper-Intermediate

Russian
Proficiency

Ukrainian
Advanced



SKILLS

MS Office: Word / Excel / PowerPoint

Hotel Programs: OPERA 5 / HotSOS /
VICAS Hospitality / IOSS / ADEL



EDUCATION



**NATIONAL UNIVERSITY V.N.KARAZIN OF KHARKIV
(UKRAINE)**

2008 - 2013

Master's Degree. (Physics and Engineering).



WORK EXPERIENCE



FLC GRAND HOTEL HALONG 5*

09.2019 - 10.2020

Assistant Guest Relation Manager. (Halong / Vietnam).

- ✓ Ensuring and providing flawless, upscale, professional and high class guest service experiences
- ✓ Analyzing customer feedback and providing strategic direction to continuously improve overall rating
- ✓ Actively listen to and resolve complaints
- ✓ Recommend local tourist spots, including places to dine, shop and sight-see



VINPERL LUXURY NHA TRANG 5*

06.2018 - 09.2019

Guest Relation Executive. (Nha Trang / Vietnam).

- ✓ High level of customer service VIP clients
- ✓ Organization of any events and wishes for guests
- ✓ Conflict resolution, consideration of complaints
- ✓ Promptly address guests' requests, like in-room dining



GRAND HYATT HOTEL 5*

12.2017 - 05.2018

Luxury Concierge Service. (Dubai / UAE).

- ✓ Provide the perfect service experience for every Guest
- ✓ Work with programs: «OPERA 5», «VICAS Hospitality», «HotSOS».
- ✓ Reception of orders from guests for car rental, booking of tickets, tables, restaurants, tours and much more



LEGOLAND DUBAI PARKS AND RESORTS

11.2016 - 11.2017

Guest Service Agent- Attraction. (Dubai / UAE).

- ✓ Compliance with all safety standards Merlin Safety
- ✓ Meeting and greeting guests
- ✓ Execution of operational procedures in emergency situations
- ✓ Communicating with guests



**GOVERNMENTAL STATE ADMINISTRATION
CITY**

01.2014 - 09.2016

Administrative Assistant. (Kharkiv / Ukraine).

- ✓ Organize and schedule meetings and appointments
- ✓ Coordinate office procedures